

# Leslie Ann Varela

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Hayward, CA | (562) 261-4938 | leslieannvarela@gmail.com | linkedin.com/in/leslieannvarela

## PROFESSIONAL SUMMARY

Operations professional with 5+ years of experience in process improvement, workflow optimization, and operational analysis within high-volume service and manufacturing environments. Proven ability to map processes, identify inefficiencies, and design structured, repeatable solutions with a high degree of accuracy. Experienced in developing SOPs, KPI tracking systems, and operational frameworks. Strong attention to detail with the ability to produce precise, consistent outputs and evaluate complex operational scenarios.

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## CORE COMPETENCIES

- Process Mapping & Workflow Optimization
  - SOP Development & Standardization
  - Root Cause Analysis & Problem Decomposition
  - KPI Development & Performance Tracking
  - Operational Data Analysis & Reporting
  - Capacity & Workflow Planning
  - Cross-Functional Operations Coordination
  - Documentation Accuracy & Quality Assurance
  - Structured Problem Solving & Analytical Thinking
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## PROFESSIONAL EXPERIENCE

### Founder & Principal Consultant

Legacy Line Operations — Hayward, CA | 2025–Present

- Designed structured operational frameworks to analyze workflows, identify inefficiencies, and implement scalable improvements.
  - Developed SOPs, process maps, and standardized documentation systems to ensure consistency and accuracy across operations.
  - Built KPI tracking systems and reporting frameworks to monitor performance and support decision-making.
  - Conducted root cause analysis across service delivery, financial workflows, and reporting processes.
  - Produced clear, structured outputs including process documentation, improvement plans, and operational assessments.
  - Leveraged AI tools (ChatGPT) to structure workflows, generate documentation, and improve output consistency.
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### Service Operations Leader

Comfort Dynamics, Inc. — California | 2024–2025

- Led operational workflow analysis across service, billing, and documentation processes.
  - Reduced billing cycle time by 60% by redesigning workflows and implementing standardized documentation practices.
  - Developed structured tracking systems to ensure accuracy and consistency across operational data.
  - Coordinated cross-functional teams to ensure correct execution of workflows and data integrity.
  - Identified inefficiencies and implemented process improvements through structured analysis.
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### Enterprise Service Operations Analyst

Grundfos CBS — California | 2021–2024

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- Supported global operations across service, finance, and supply chain teams within a manufacturing environment.
- Reduced process timelines from 16 days to under 24 hours through workflow redesign and improved process governance.
- Maintained and improved operational reporting systems and documentation processes.
- Conducted analysis of workflows and operational data to identify inefficiencies and improve performance.
- Collaborated across teams to ensure alignment and accuracy in operational execution.

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## Service Administrator, Financial Operations

R.F. MacDonald Co. — California | 2019–2021

- Managed billing workflows, documentation, and reporting processes supporting large-scale service operations.
- Maintained accurate operational and financial records with strong attention to detail.
- Supported reconciliation, validation, and reporting processes to ensure data accuracy.
- Improved documentation systems to enhance efficiency and consistency.

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## ADDITIONAL EXPERIENCE

FedEx Ground — Operations Administrator II

Maintained accurate operational tracking, coordinated logistics workflows, and ensured consistency across high-volume data inputs.

CFR AutoDirect — Terminal Lead

OHL Logistics — Logistics Operations Coordinator

Hawaiian Express — Sales Operations Support

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## EDUCATION

Arizona State University — Tempe, AZ

Bachelor of Arts, Organizational Leadership (Project Management) — Expected; December 2026 | GPA: 3.63

Oxnard College — Oxnard, CA

Associate of Science, Liberal Arts (Honors)

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## RECOGNITION

Tradeswoman of the Year Nominee (2023)